

DEPARTMENT OF HEALTH AND HUMAN SERVICES
THE SECRETARY'S QUALITY OF WORK LIFE SURVEY ON
ORGANIZATIONAL CLIMATE

Human Resource Management Index

Results for Organization Code
1213

Indian Health Service
Tucson Area Office

Report for the
INDIAN HEALTH SERVICE
(HHS Organization Code 1213)

TUCSON AREA OFFICE

This section provides an overall summary of responses from the 113 IHS Tucson Area Office employees who responded to the HRMI 2000 survey.

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HUMAN RESOURCE MANAGEMENT (HRM) INDEX

Introduction

The HRM Index summarizes employee descriptions of their work environment. The Index is derived from responses to a carefully selected set of questions (1 through 14 on the survey) about how effectively people's time, energies, ideas, and abilities are used. The questions gather information about the following areas important to organizational performance.

- | | |
|--|-----------------------------|
| o Effectiveness of Management Practices | o Planning and Organization |
| o Employee Feelings About the Organization | o Delegation of Authority |
| o Use of Employee's Abilities | o Co-Worker Cooperation |
| o Group Effectiveness as Seen by Others | o Performance Feedback |
| o Morale | o Communication |
| o Fairness of Management | o Operational Efficiency |
| | o Climate for Innovation |
| | o Need for Change |

Responses to the individual questions are combined, and the Index is reported on a three-point scale (low, average, or high) showing how your component stands relative to the total organization surveyed. Questions 15 through 20 on the survey are specific to HHS and do not contribute to the HRM Index; however, data on responses to these questions can be used to track how employees describe these aspects of their work environment.

Putting Things in Context

It is helpful to view your HRM Index results in the context of the larger organization of which you are a part. Comparing the Index and data on individual questions between your component and the organization as a whole will help you understand how your component varies from the norm. You may find that your component has different strengths and/or weaknesses than the organization.

In addition, HHS has measured employee perceptions over time using the HRM Index, and trend lines for the total organization and major components have been developed. In analyzing your results, you should also consider the trends. Is there movement up or down, or have things remained stable? What might be influencing the trends? If your component has a trend line, how does it compare to that of the entire organization?

Overall Results

Based on the responses of 113 employees, the HRM Index for your component was low compared to the total organization surveyed. This means that employees here viewed work processes, policies, procedures, and behaviors less positively than did employees in the organization as a whole. Thus, changes may be warranted. While data on responses to individual questions must be interpreted cautiously, they can provide additional information for problem solving.

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Analysis of the responses to individual questions indicated that your component had relative strengths in the following areas.

- o Use of Employee's Abilities, Item 3
- o Employee Feelings About the Organization, Item 2

The following areas most contributed to the low Index score. Consider using this data to provide topics for discussion and problem solving on how to improve work management in your component.

Item 11. Is information about what is happening in the organization communicated to your work group in a timely fashion? (Communication)

50% of the employees said there were some delays or that delays were common.

Item 14. Is there a need for change in your work group? Consider if your work group could benefit from improved management practices, different policies and procedures, etc.

52% of the employees said there was a rather high or a high need for change in their group.

Item 13. How much encouragement is given to people in your work group to try new approaches for getting the work done? (Climate for Innovation)

55% of the employees said encouragement for new approaches was lacking.

Since the HRM Index is based on employee input, sharing these results with employees is a logical next step. Involving employees in follow-up discussions will help define what these results mean and help determine whether further action is needed. Following up on the results, and involving employees in that process, can lead to higher levels of performance and work satisfaction and can have important long-term benefits for your organization.

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HUMAN RESOURCE MANAGEMENT INDEX Results on Individual Questions

Organizations, like individuals, are neither uniformly perfect nor problematic. Responses to individual questions can give an idea of those aspects of work life that are most satisfying or most troublesome to employees. If your component is part of a larger organization, you can compare the data from the larger organization with your own. Since the data do not tell how much emphasis should be placed on any individual area, you will want to involve employees in setting priorities for follow-up action. Use the information below to celebrate your strengths and guide your improvement efforts, but interpret it cautiously given its limitations.

Percent Responding
% ----10----20----30----40----50----60---- %

1. How would you describe management practices in your OPDIV/STAFFDIV?

A. Very ineffective	11	10
B. Generally ineffective	33	26
C. OK - Satisfactory	37	37
D. Generally effective	19	23
E. Very effective	1	4

2. How do the people in your work group feel about their OPDIV/STAFFDIV?

A. Very positive	3	10
B. Generally positive	51	44
C. Neutral	27	22
D. Generally negative	16	19
E. Very negative	3	5

3. During the past year, have the energies and abilities of you and your co-workers been used in an effective manner?

A. Almost all of the time	14	15
B. Most of the time	45	41
C. Sometimes	28	31
D. Rarely	9	10
E. Almost never	3	3

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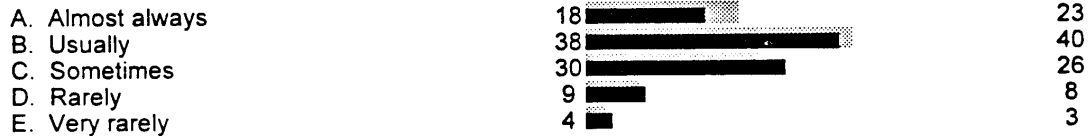
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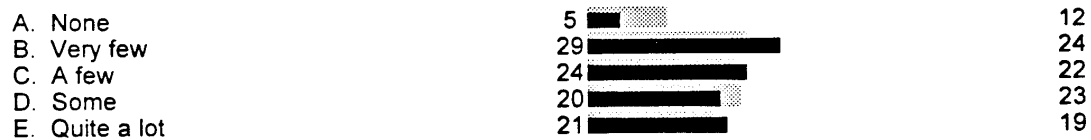
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Percent Responding
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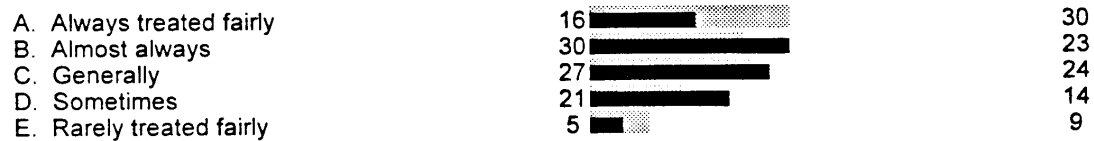
4. Is the work of your group seen as highly effective by others?



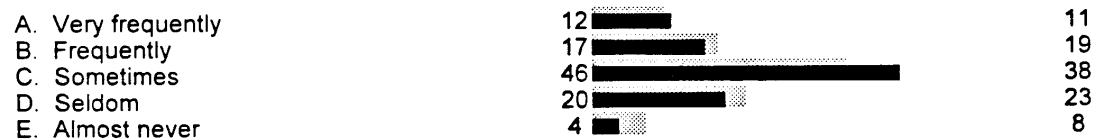
5. Are there any signs of employee discontent (sick leave abuse, complaints, or arguments) in your work group?



6. Are people treated fairly with regard to training opportunities, length of lunch periods, leave, etc.?



7. Does wasted effort occur in your work group because of poor planning?



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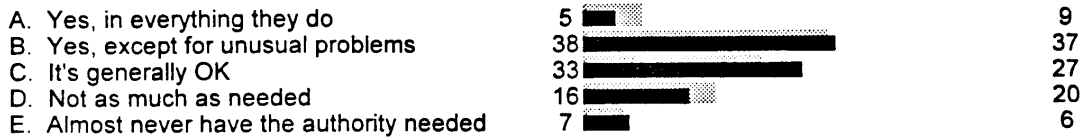
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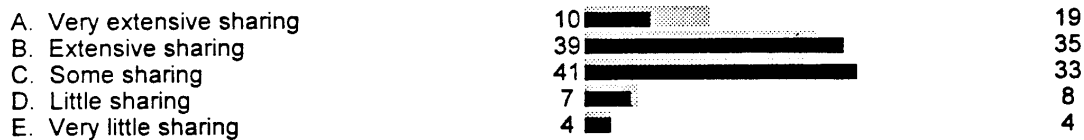
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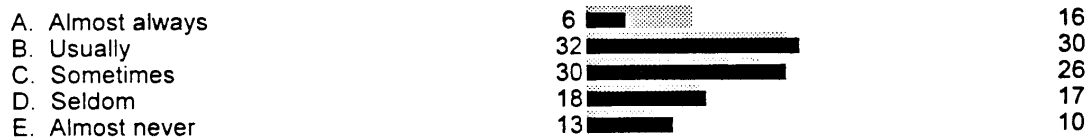
8. Do the employees in your group have the authority they need to do their jobs well?



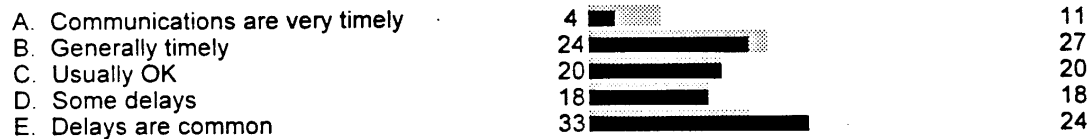
9. Do the people in your work group share their expertise, knowledge, and skill to help get the work out?



10. When performance is discussed, are members of your work group told of ways to improve their performance?



11. Is information about what is happening in the organization communicated to your work group in a timely fashion?



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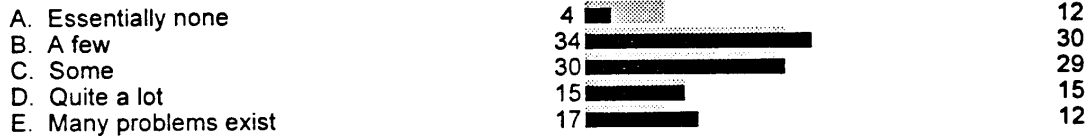
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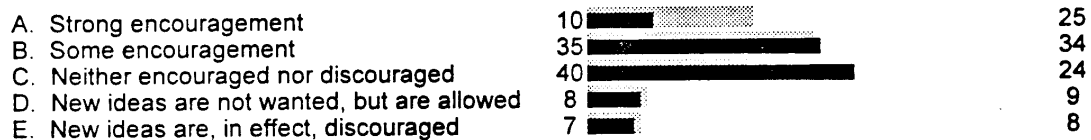
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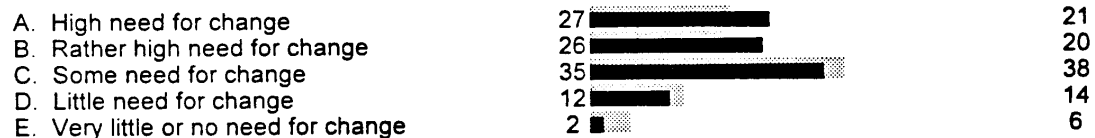
12. Are there any continuing problems that reduce the efficiency of your work group?



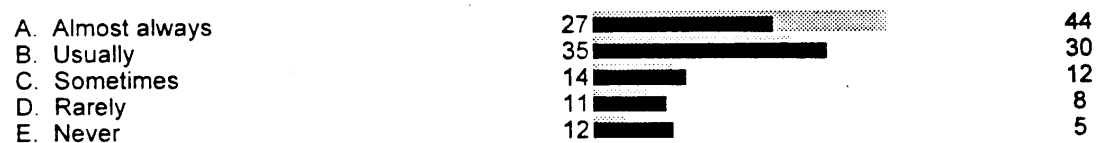
13. How much encouragement is given to people in your work group to try new approaches for getting the work done?



14. Is there a need for change in your work group? Consider if your work group could benefit from improved management practices, different policies and procedures, etc.



15. Are you able to balance your work and family life through the use of flexible scheduling and leave options provided by your OPDIV/STAFFDIV?



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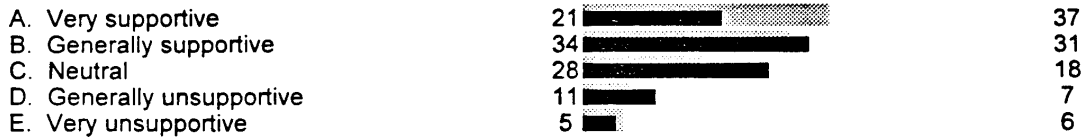
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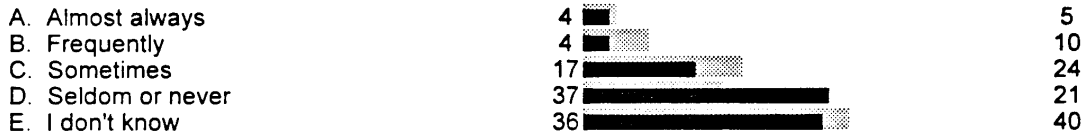
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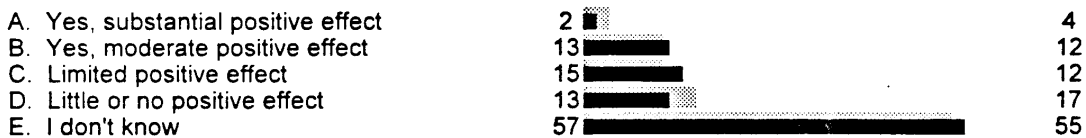
16. Are your managers and co-workers supportive of your using flexible scheduling and leave options to help you balance work and family life?



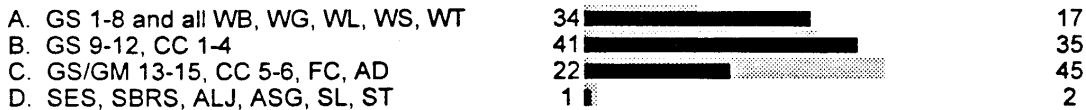
17. Do you see the union(s) and management working in partnership to improve the quality of work life in your OPDIV/STAFFDIV?



18. In the Department of Health and Human Services, have union-management partnerships had a positive effect on service to the public?



19. What is your grade or rank?



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